ATTACHMENT 8

<p align="right">@ **BELL**SOUTH</p>

BellSouth Interconnection Services   **Memorandum**

File Code	000 000 000
Date	May 20, 1997
To	Bryan Green
Telephone number	404-267-5515
Fax number	
From	Ilene Barnett
Telephone number	770-492-7525
Fax number	
Subject	Customer Record Bill Screen

Attached is a list detailing the major fields on a Customer Record Information System (CRIS) Bill screen and the BellSouth CLEC Access to Records Proposal. This information was furnished to me by Jim Childress.

Our conference call will be Tuesday, May 20, 3:00 p.m. EDT - 4:00 p.m. The conference bridge number is 205-970-3742, access code 4675.

Please call me if you have any questions or comments.

Jim C.

(404) 420.0031 - Fax

404 529.6191 - OPC

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Attachment 1
Page 1 of 2

Customer Record Information System (CRIS) Bill Screen

N 1. Account number including area code and customer code.
u 2. Screen Name
u 3. Date of the Bill (Bill cycle)
u 4. Status of Account. (Live or final)
u 5. Account Status Indicator
u 6. Four digit abbreviation for the exchange (Calling Exchange)
N 7. Class of Service
u 8. Rate Group Identification
N 9. Billing Name and Address
P 10. Pay By Date - Date bill is considered past due
P 11. Start Treatment Amount - Amount of money a customer must owe before treatment action is appropriate.
u 12. Four digit code indicating the federal, state, local, etc. tax states of the account.
P 13. Credit Classification
P 14. Months in Credit Class - This is the umber of months that an account has been in its present credit class
u 15. RAO number (the first 3 numbers) for the customer's account as well as the customer's check digit (the last number).
P 16. Refer Account Date - Date notice is mailed to a customer when a treatable amount is due
P 17. Remove from Treatment Amount - The dollar amount an account must be reduced below to no longer be considered treatable.
u 18. Taxing Area Code - Indicates the city, county, franchise, or surcharge tax rat on an account
N 19. Toll Billing Exception - This code represents a restriction from certain types of calls (should show up under prod j SVC
N 20. Primary Interexchange Carrier Code
P 21. Date of Installation - Date svc installed
P 22. Refer to Business Office - The date a referral is sent to the Collection Center/Account Center on a treatable amount
   23. No Treatment - An indicator to stop computerized treatment of an account.
   24. Toll Credit Limit
   25. Deposit - An amount of money obtained to secure an account.
P. 26. Write Off Date
u 27. Preferred Payment Date
P 28. Calling Card Holder - indicator 𝄐 that they have a calling card.

Memorandum
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Customer Record Information System (CRIS) Bill Screen

29. Amount Due - The current amount due on the account.
30. Old Telephone Number/New Telephone Number
31. Credit Information
32. Credit Information Verified
33. Bill Summary
34. Features - A code indicating the available central office services in a customer's area to which the customer does NOT subscribe
35. Itemized Calls - The total dollar amount of toll charges from all entities which appeared on each of the three preceding bills.
36. Treatment History (12 months)
37. Return Check History (12 months)
38. Social Security Number
39. Unregulated Billing
40. Last Bill - The amount of the last bill
41. Payments and Adjustments posted since the last bill
42. Transfer - Amount of money transferred from another account with the telephone number indicating where the balance originated.
43. Balance - Balance after last bill plus/minus any payments and adjustments
44. Late Payment Charge
45. Current month's total charges for charges incurred since last month's bill
46. Total of current charges and any unpaid charges from previous bills.
47. BellSouth Charges
48. Interexchange Charges
49. Payments and Adjustments Through Bill
50. Payments and adjustments posted during the current billing cycle
51. Memo Screen for making customer notations

BellSouth Interconnection Services　　　　　　　　　　　　　　　　Memorandum

Date	July 2, 1997
To	Joe Baker
cc:	Scott Schaefer
	Pam Lee
	Kathy Wilson-Chu
	Ilene Barnett
	Bob Siegel
	Linda Tate
	File

From	Randy Kinkaid
Telephone Number	404-927-7530
Fax Number	404-529-7074
Subject	Response to MCI's OSS Issues

The attached addresses the OSS Interface issues raised by MCI's Bryan Green in his 6/29 memo.

This should provide the immediate feedback Bryan needs with hopes of getting into more detail or further discussions at a later time.

Please call me with any questions or concerns.

Response to MCI's OSS Issues

BST Position on TCP/IP SSL3
SSL3 adds encryption to the TCP/IP layer. SSL3 is not a national standard, nor have the standards bodies made SSL3 a "recommendation." SSL3 is under consideration as a national standard after winning out over EC-Lite. It currently resides with the Local Ordering Sub-Committee of ECIC for recommendation.

IF SSL3 becomes the national standard, BellSouth will develop the pre-ordering system to meet this standard, if CLECs request the development.

UNE OSS support
BST will support electronic ordering via EDI of Loop, Port, INP (interim number portability)and Loop with INP by the end of July, and via LENS in September. Loop and port combinations will follow (for Kentucky, only).

Electronic Bonding for maintenance
BellSouth has agreed to develop electronic bonding for maintenance and repair in several CLEC contracts. The electronic bonding gateway for EC TA will be ready during November.

Electronic access to CSR
Electronic access to customer service records is currently available to CLECs via the LENS interface. CLECs must have a CSR letter of authorization on file with BST to obtain access.

Customer record access is a pre-order function not an ordering function, and as a result, the customer record will not be available via EDI. LSI will not be used because this does not provide the CLEC enough data for certain order types.

LENS Issues
The LENS users guide contains sufficient information on the LENS specification for a CLEC to connect to and use LENS. Internet Explorer is supported by LENS, and the help desk/SPOC is operational.

Pre-order functionality
ICREF was part of the interim solutions previous to LENS.

LENS queries DSAP for due date information.

EDI Documentation
EDI documentation is contained in the two volumes of the Local Exchange Ordering Guide that has been provided to MCI. Updates and information will accompany notification of major releases, and new guides will be shipped to all those who have received the guide and are in BST's database.

Role of LESOG
Local Exchange Service Order Generator's (LESOG) role is to mechanically generate service orders. LESOG is a system that pulls orders from the Local Exchange Ordering (LEO) database, and selects those orders that can be processed electronically, and sends those orders downstream.

CRIS DATA ELEMENTS NOT PROVIDED TO CLECS-

*Social Security Number
   BellSouth does not pass an end user's SSN. This is not shared because of the expectation of the end
   user that it is not shared with outside parties (end user privacy issue).

*Credit Information
   BellSouth does not share this information because of the Credit Reporting Act. BellSouth chooses not to
   provide information that would classify BellSouth as a Credit Reporting Agency (Credit Bureau).

*Payment History (except where mandated by state PSC)
   Credit Reporting Agency (same as above)

*Credit Class
   Credit Reporting Agency (same as above)

*BellSouth Visa Information Or Other Credit Options
   Credit Reporting Agency (same as above)

*Order Activity Information
   This information does not provide anything specific or helpful. It only provides the previous service
   order numbers with due date that completed within the last month. It does not indicate what activity the
   service order completed.

*Bill Section Concession Codes
   Concession codes do not provide value to a CLEC. This is a BellSouth internal code only.
   The concession codes in the S&E will be sent because there is no way to suppress them.

*Bill Section Tax Codes
   Tax Codes do not provide value to a CLEC.

*Bill Section BTN
   BTN information does not provide value to a CLEC.

*Installment and Deferred Payment Plans
   Credit Reporting Agency (same as above)

*Itemized Toll Charges
   This data element is not a part of the CSR at all. To deliver this data element additional development
   would be required to get this data element from the CRIS Bills Database records.

****

The Billing name and address (including BN1, BN2, BN3, BA2, BA3, BA4, PO) is the only information
provided from the bill section of the CSR.

PIC and all related codes were previously listed as an exclusion, but it has been decided that this
information can be provided.

CPNI accounts will not be furnished via on-line system. The customer has elected to restrict access to his
CSR. The CLEC must contact the LCSC and furnish a Letter of Agency to obtain the CSR.

A CLEC may not access a CSR belonging to another CLEC. This information is not BellSouth's
information to share.

ATTACHMENT 9

NORTH CAROLINA UTILITIES COMMISSION

TRANSCRIPT OF TESTIMONY

BELLSOUTH TELECOMMUNICATIONS, INC.

BellSouth's In-Region InterLATA Service Pursuant
to Section 271 of the Telecommunications Act of 1996

DOCKET NO. ___P-55, Sub 1022___

VOLUME 7

September 25, 1997

DATE _____

1   It is not a new installation, not a new

2 customer, but simply a migration of an existing

3 customer, a customer who has twenty (20) DID trunks from

4 BellSouth today, and says, I would like to become a

5 customer of the CLP, essentially a change as is, is that

6 required to go through this account team complex order

7 process that you have described?

8 A.   Yes, and something similar would happen for a

9 BellSouth retail customer, if one company were buying

10 another company, for example, and an account team -- if

11 one company that had complex services was buying -- was

12 being bought by another company, and account team would

13 make sure that all of that activity was handled

14 properly, because when you got into complex services,

15 you're dealing with complicated account structures,

16 maybe multiple layers of billing, and it requires

17 someone with some expertise and knowledge of the account

18 to actually be involved in that process.

19 Q.   And I understand if we were dealing with State

20 Government that there might be several layers of billing

21 and quite a complex arrangement, but would you expect

22 that type of complexity with the twenty (20) DID trunks

23 that I have described?

24 A.   It could be.

1   Q.   Is it also possible it could not be?

2   A.   I think that any time you get into something that

3   involves DID, the likelihood that there are going to be

4   other complicating factors on the account is very high.

5   Q.   Let me turn back just for a minute to RNS and DOE,

6   and ask you do all orders entered through RNS, if they

7   are properly formatted and correctly entered, do they

8   flow through BellSouth's downstream systems, and result

9   at the end in the generation of mechanical order --

10 mechanized generation of a order?

11 A.   Anything that is ordered through RNS, that's

12 correct, but as we said yesterday, there are some things

13 that you can't necessarily order through RNS, so that

14 doesn't categorically apply to all residence services.

15 Q.   Okay. Well, I'm going to talk about DOE because

16 anything you can't order -- let me ask this way.

17   Anything you can order -- anything that can be

18 ordered from BellSouth, or anything that BellSouth can

19 provide can be ordered through DOE, is that correct?

20 A.   Yes.

21 Q.   Okay. It's sort of like you're the carrier of

22 last resort. It's the order entry system of last

23 resort?

24 A.   Yes, more or less.

1   to provide a transaction set for that purpose and has

2   provided it, the specifications that are being used by

3   another RBOC?

4   A.   No, I don't know.   I know that BellSouth is in the

5   process of -- of working jointly with MCI on MCI's

6   implementation of EDI, and it's entirely possible that

7   EDI would have presented some requirements based on its

8   -- its experience.

9   Q.   And I guess since you don't know whether the

10   request has been made you wouldn't know whether

11   BellSouth has refused to provide that notification back

12   electronically?

13   A.   No, I don't know that.   But -- you know -- again,

14   I can -- I can also say that that type of notification

15   in the retail world is not provided electronically.

16   Q.   And in the retail world -- let me ask in the

17   retail world if there were jeopardy for a BellSouth

18   customer, how is that jeopardy communicated back to --

19   well, first who within the BellSouth organization is

20   that communicated back to?

21   A.   The TRECC, the service representatives in the

22   TRECC.

23   Q.   And it's commun- -- communicated to them

24   electronically, is that correct?

A.   I've seen it on a paper report. I mean, I guess
you could call that electronically. It prints out to
them from an engineering report.

Q.   In a similar situation, though, where the missed
appointment or, excuse me, the jeopardy occurred on a
CLP order, it would first come back electronically or on
a printed report to somebody within BellSouth, and then
would be communicated via the telephone to the CLP, is
that correct?

A.   Yes.

Q.   Do you have any knowledge of the timeliness with
which jeopardies are returned to the CLPs?

A.   I don't.

Q.   Would that be a better question for Mr. Moore
perhaps?

A.   Perhaps.

Q.   One final notification type question.

        Let's say I am a North Carolina customer, and
let's say I'm enlightened and I've chosen a CLP for my
service and they're reselling me some BellSouth service.
And I call my -- Sprint calls me one night and says
we've got this really good deal on long distance
service, and I say sign me up. And BellSouth at
Sprint's request changes my long distance carrier from

1   Q.   Is it possible that there is more than one

2   available NXX to serve that address?

3   A.   Yes.

4   Q.   Those are not visible through LENS, is that

5   correct?

6   A.   That's right.

7   Q.   They are visible through RNS and DOE, is that

8   correct?

9   A.   That's right, they're there. Well, in -- in DOE,

10   you can see them, and in RNS you can ask for them.

11   Q.   All right. Customer doesn't care, wants to select

12   a random number, which is the default here, one would

13   click on okay, and then be presented with a list of ten

14   (10) available numbers, if there are ten (10) available

15   numbers in that -- or in that end office, is that

16   correct?

17   A.   Yes.

18   Q.   And then to select a number my understanding is

19   you highlight the number, and the first number available

20   is fine, and you click on an arrow to move it to

21   selected, is that correct?

22   A.   Yes.

23   Q.   You then pull the screen down, you click on an

24   arrow that says "keep", please, and at that point the

1 number has been reserved, I believe you told us for

2 seven days, is that correct?

3 A.   Yes.

4 Q.   All right. In RNS, once the address was

5 validated, isn't it true that a random number was

6 assigned, and that the customer, if that number turned

7 out at the end of the ordering process to be

8 satisfactory to the customer, the representative would

9 never have to go to a number assignment screen, and

10 would not have to go through any process to carry that

11 number for it onto the order?

12 A.   Yes, that's true in RNS. That's not true in DOE,

13 which is the appropriate comparison for a business

14 customer.

15 Q.   The next thing I believe we would normally do

16 would be to use services and features, is that correct?

17 A.   Yes.

18 Q.   And you simply click on the the drop down menu

19 again, click view features and services, click okay --

20 A.   (Interposing) Wait!, you go through those steps

21 because you've chosen to do this in the inquiry mode

22 which supports doing these things as stand-alone

23 functions, because sometimes you would do them as

24 stand-alone, depending on what the customer wanted.

NORTH CAROLINA UTILITIES COMMISSION

1   same way they moved to a particular interexchange

2   carrier, they'd type in the first -- they'd begin typing

3   in the name of the feature they wanted to see, is that

4   correct?

5   A.   Yes, that's true in RNS. Again, that's not true

6   in DOE.

7   In DOE, they -- representative would go to the

8   custom calling section, that's by typing in the code for

9   customer calling and then they would scroll through the

10   list of features.

11   Q.   All right. Now, yesterday when we were looking at

12   RNS, and we saw call -- I forget whether we were looking

13   at call waiting or something similar, there was a -- do

14   you recall a little button out to the side that said

15   options?

16   A.   I don't -- I don't recall it.

17   Q.   Well, let's jog your memory.

18   Could you turn to your exhibit GC ten (10)?

19   A.   (Witness complies.)

20   Q.   And this is the features and services screen from

21   RNS, is that correct, on your GC ten (10)?

22   A.   It -- well, this is -- this is one of them. This

23   is the one that deals with the basic -- basic calling

24   plans.

1   Q.   If it's in the remark section, though, that is

2   going to cause some sort of manual processing, is that

3   correct?

4   A.   No, I don't think that's correct. And, again, I

5   can't say for sure whether there is a field on there. I

6   just have to go back and look at the form. I just can't

7   recall.

8   Q.   All right.

9   A.   Bottom line answer is that you can put a morning

10   or afternoon appointment on an EDI order.

11   Q.   I believe we're finished with the LENS demo, and

12   and I am not going to ask us to walk through EDI or

13   TAFI, so at least for me we're finished with the

14   screens.

15   Ms. Calhoun, if -- and this may go back to a

16   question I asked earlier and let me ask a little

17   different way and see if -- if I'm on the same

18   wavelength. If I want to order nine lines at a

19   location, is that something that is treated as a complex

20   order that I have to go through my account team, or is

21   that treated as a simple order that I can submit through

22   EDI?

23   A.   Nine lines, as I recall, in -- for both BellSouth

24   retail orders, and for -- for CLP orders is considered a

1 complex order.

2 Q.   And there --

3 A.   (Interposing) So -- so, I believe you -- you

4 would go through the account team for that.

5   MR. MELSON: All right. Commissioners, I'm

6 going to hand out another exhibit.

7   Like to have it marked, if I could, as Calhoun

8 cross-examination exhibit two -- actually got it typed

9 wrong on here. It says cross-examination GC 1.

10   CHAIR SANFORD: So marked.

11   GC MCI CROSS EXHIBIT 2

12   (Identified)

13 Q.   (MR. MELSON)   Ms. Calhoun, this is a document, is

14 it not, that shows a list of changes that are in the

15 pipeline for LENS?

16 A.   (Looking at exhibit.)

17   I wouldn't characterize that quite that way.

18 It -- it's a draft of items that are under discussion

19 for changes in LENS. Some of which are actually what I

20 would call in the pipeline.

21 Q.   And the ones that would be in the pipeline are the

22 ones that indicate working over in about the fourth

23 column, would that be correct?

24 A.   I'm not the originator of this document, so I -- I

ATTACHMENT 10

<pre>
 1   BEFORE THE
              FLORIDA PUBLIC SERVICE COMMISSION
 2
      ----
 3   :
          In the Matter of   : DOCKET NO. 960786-TL
 4   :
      Consideration of BellSouth   :
 5   Telecommunications, Inc.'s   :
      Entry into interLATA services :
 6   pursuant to Section 271 of the :
      Federal Telecommunications   :
 7   Act of 1996.   :

 8
                 THIRD DAY - MORNING SESSION
 9
                        VOLUME 11
10
                 Pages 1207 through 1303
11

12   PROCEEDINGS: HEARING

13   BEFORE: CHAIRMAN JULIA L. JOHNSON
                         COMMISSIONER J. TERRY DEASON
14   COMMISSIONER SUSAN F. CLARK
                         COMMISSIONER DIANE K. KIESLING
15   COMMISSIONER JOE GARCIA

16   DATE: Thursday, September 4, 1997

17   TIME: Commenced at 9:20 a.m.

18   PLACE: Betty Easley Conference Center
                         Room 148
19   4075 Esplanade Way
                         Tallahassee, Florida
20
      REPORTED BY: JOY KELLY, CSR, RPR
21   Chief, Bureau of Reporting
                         H. RUTHE POTAMI, CSR, RPR
22   Official Commission Reporters

23   APPEARANCES:

24   (As heretofore noted.)

25
</pre>

1   information about a trouble report.

2   But the diagnostic capability and the

3   trouble clearing capabilities that are available in

4   TAFI are used by BellSouth, therefore, we're providing

5   them to allow CLECs to operate in substantially the

6   same time and manner we do, but they are not defined

7   by any industry standard.

8   Q   Are there some carriers that have indicated

9   to BellSouth an interest in using an industry standard

10   interface for all aspects of maintenance and repair?

11   A   Yes. And BellSouth is in the process of

12   building a trouble reporting interface for those

13   services not currently supported by the T1M1 interface

14   that would allow that lower level of functionality to

15   be exchanged in an industry standard manner for resold

16   services. And BellSouth is in the process of building

17   that. Nonetheless, to allow CLECs to operate in

18   substantially the same time and manner as BellSouth

19   serves its retail customers, BellSouth is making

20   available the higher level of functionality available

21   through TAFI since that's what we use ourselves.

22   Q   Let me ask this: Is TAFI -- would you

23   describe TAFI as an ALEC machine-to-BellSouth machine

24   interface?

25   A   No.

1   Q   Would you describe the industry standard as

2 an ALEC machine-to-BellSouth machine interface?

3   A   Yes, but for a different type of

4 functionality.

5   Q   Now, let me ask you -- since I've used some

6 confusing terminology -- tell me what you understand

7 the ALEC machine-to-BellSouth machine interface to

8 mean?

9   A   When we talk about a machine-to-machine

10 interface, generally what we're talking about is the

11 exchange of computer information in a form that's

12 recognized by computers but not a form that's

13 recognized by humans.

14   What you see with TAFI when you use TAFI are

15 screens that are intelligible to a human being who is

16 going to use those systems. A machine-to-machine

17 interface, if you have ever had the experience of

18 looking at the characters and symbols in a computer

19 file that just appear on a screen that aren't

20 particularly meaningful, that's computer language

21 coming through. And so a machine-to-machine interface

22 is data being exchanged in a computer language as

23 opposed to one that is intelligible to humans.

24   COMMISSIONER CLARK: Mr. Melson, can I ask a

25 question? Is that what AT&T has asked you to do?

1   WITNESS CALHOUN: To provide a

2 machine-to-machine interface? Yes.

3   COMMISSIONER CLARK: And you're working with

4 them to do that?

5   WITNESS CALHOUN: Yes.

6   COMMISSIONER CLARK: As I recall, you said

7 it's an expensive proposition that you suppose an

8 entity as large as AT&T would want, but the other

9 ALECs would not be interested in that, and they would

10 still want to use your TAFI.

11   WITNESS CALHOUN: Right. In technical terms

12 what is being -- what you see on the screen is called

13 a presentation system, and AT&T prefers to build its

14 own presentation system to let its users see what they

15 want it to see. What we've provided is identical to

16 what our repair attendants see.

17   Q   (By Mr. Melson) Let me follow up on that

18 just a minute. Let me ask this: Is an industry

19 standard machine-to-machine interface used today for

20 maintenance and repair in the interexchange industry?

21   A   Yes. By the two largest carriers.

22   Q   AT&T and MCI?

23   A   As far as I know those are the two largest.

24   Q   I was just checking to make sure we weren't

25 talking past each other.

1   Is a reason that a large carrier might want

2 to use a machine-to-machine interface not only so that

3 it sees a uniform presentation screen no matter what

4 BOC it's dealing with throughout the country, but also

5 so that when it enters information into the system, it

6 can have some of that information go over the

7 interface to the BOC and other information go into its

8 own recordkeeping systems?

9   A   That's possible. Once you have the

10 information in a computer format, you can do with it

11 whatever you choose to do.

12   Q   And TAFI doesn't offer an opportunity

13 without building some front end in front of that for

14 the user -- for the ALEC to take the TAFI information

15 and use it in their own internal systems; is that

16 correct?

17   A   That's correct. But one of the things I

18 pointed out yesterday was that the maintenance history

19 recordkeeping function is done as part of the TAFI

20 functionality. So while an ALEC might choose to have

21 a separate system, it's not a necessary thing.

22   Q   If an ALEC wanted an opportunity to generate

23 summary reports of all of the troubles it had

24 reported, is that something it could get through TAFI?

25   A   I'm not certain. I'd have to check.

1   Q   And if I understood correctly, the industry

2 standard that Bell is moving toward implementing, the

3 T1M1, is it my understanding that T1M1 interface is in

4 place today for some services that a CLEC would use

5 but not all of those services.

6   A   I'm having a little bit of trouble with your

7 question because when you said we're moving towards

8 implementing the T1M1 interface, the T1M1 interface

9 already is available. It's been used since 1995, I

10 believe, but interexchange carriers. And the T1M1

11 interface can be used for any trouble -- any service

12 that is identified with a circuit number. TAFI can be

13 used for any trouble that's identified with a

14 telephone number. And that leaves trouble identified

15 with a circuit number. Those could be handled via the

16 T1M1 interface.

17   Q   And a trouble identified with a telephone

18 number would be a residential service and most simple

19 business services; is that correct?

20   A   Those are part of the services. But there

21 are unbundled network elements that can be identified

22 with the telephone number, such as an unbundled port,

23 or interim number portability, PBX trunks or ESSX

24 station lines can be identified with a telephone

25 number, and those can be reported through TAFI as